

Community Health Worker (CHW) Job Description

Qualifications: see billing Instructions

Job Description:

Each MSS/ICM agency has the discretion to add one or more CHW to the MSS/ICM interdisciplinary team.

Before a CHW can provide billable services, the CHW must complete;

- Required staff orientation described in the billing instructions.
- A training plan developed by the agency, including observation of client service delivery and accuracy of health education messages provided.

The CHWs role is described in this job description but must be supported by agency training and all activities must be carried out under the direction of a clinical staff person who meets the criteria as a clinical member of the MSS team (RN, BHS, RD). Ongoing supervision of service delivery and documentation of services is required. Supervision shall occur at least monthly and will include face-to face meetings either individually or in a group and review of CHW documentation in client records. Documentation of the supervision shall be maintained and made available to the department upon request.

CHW Interventions and Activities:

1. Enrolling and orienting new First Steps clients
2. Screening: A CHW may screen clients but **not all risk factors can be determined by the CHW**. Any asterisked * targeted risk factor on the required MSS screening tools must be determined by a MSS clinician (CHN, BHS, RD).
3. CHW Assessment: Based on agency protocols and clinical supervision, a qualified CHW could make the following assessments:
 - Client's reading, writing and language skills
 - Home environment: i.e. is it safe, sanitary, food supply and storage.
 - Tobacco Use and/or exposure
 - Coping skills
 - Values/Beliefs: Beliefs regarding health care, future goals, cultural practices related to parenting and health care.
 - Activity/Exercise
 - Stages of Readiness in the family towards a new baby, i.e. how are the family members adjusting
 - Need for help in accessing transportation and Interpreter services
 - Need for help in accessing prenatal care, dental care, vision care and chemical dependency care
4. Assist clients in planning and carrying out the MSS plan of care
5. Assist clients in accessing health care and local services in the community

6. Providing health education, agency CHW protocols could include:
 - Value of prenatal care
 - Understanding common physical & emotional changes during and after pregnancy
 - Danger signs in pregnancy and what to do
 - Avoiding harmful substances and toxins during pregnancy- i.e. drug and/or alcohol use, tobacco use, second hand smoke exposure, mercury, toxoplasmosis, and listeriosis.
 - Appropriate pregnancy exercises and their benefits
 - Basic nutrition education
 - Preparing to breastfeed and understanding the value
 - Lactation education
 - Family planning services
 - Healthy parenting- adjustment to a new baby, bonding with baby, SIDS prevention; safe sleep; car seat safety; immunizations
7. Care Coordination: Assist in coordinating services with other MSS team members and community providers.
8. MSS Team Participation- Provide input & consultation as a member of the MSS interdisciplinary team.

Documentation:

A CHW must understand and demonstrate proper use of First Steps MSS/ICM documentation forms and program requirements. A CHW shall maintain records that document and describe all CHW activities.

Knowledge, Skills and Abilities:

Clearly understands and agrees to the parameters of this role including:

- Demonstrate a basic knowledge of maternal child health issues (pregnancy, postpartum, early infancy needs and risks);
- Provide reliable health related education and outreach in the community. Including, providing accurate education and referrals, even if a client's values and needs might be in conflict with the personal viewpoint/belief system of the CHW;
- Cultural competency;
- Knowledge and ability to work with low income clients;
- Knowledge of CHW scope of practice & when clients need to be seen by a clinical team member;
- Knowledge of community resources
- Demonstrate ability to provide services in the clinic, office, home and community setting
- Demonstrate ability to recognize potentially dangerous situations to self in the clinic, office, home and community setting, and take appropriate action;
- Knowledge of child abuse/neglect and mandated reporting law RCW.26.44.30.

NOTE: MSS reimbursement is **NOT** available for the following activities:

- Providing ONLY interpreter services;
- Agency clerical work;
- Providing transportation

Resources:

The First Steps Website and Resource Guide

DSHS Children's Administration: <http://www.dshs.wa.gov/ca/safety/abuseReport.asp?2>

